

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0227469	10. Budget Program Number 22111		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Public Service Executive I		
3. Division Family Services			12. Proposed Class Title Public Service Executive I		
4. Section CSS Central Office	For  Use  By  Personnel  Office	13. Allocation			
5. Unit CSS		14. Effective Date			
6. Location (address where employee works)  City Topeka County Shawnee		15. By	Approved		
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM	17. Audit Date: By: Date: By:			Position Number	

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position will oversee staff in the garnishment unit of CSS Central Office. Work will be done independently making decisions and negotiations with banks and insurance companies regarding garnishments and lien settlements for child support cases. Training of staff within the unit will also be required as to the process and all paperwork needed. Regular contact with courts, customers, banks and insurance companies is required along with the knowledge of electronic filing of documents across the entire state. Regular contact with the Child Support Lien Network staff and retrieval of documents from this contractor will be necessary as well. This position collaborates with the other CSS management staff in Central Office to provide guidance for CSS management and full service contractors statewide. This position will also serve as the CSS contact for garnishment and lien questions and will ensure the program is compliant with federal and state laws and regulations. Position will compile statistics and reports on collections within the unit for reporting to management, state and federal agencies.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

**Name** Nicolette Bennett **Title** Attorney II **Position Number** K0062868

Who evaluates the work of an incumbent in this position?

**Name** Nicolette Bennett **Title** Attorney II **Position Number** K0062868

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Works independently in supervising staff in the garnishment unit and on assignments given by supervisor. Works independently to track case flow and productivity of staff in garnishment unit. Guidelines and directions are given orally or in writing by the supervisor. Incumbent must be able to use his/her education, skills and training to make sound, professional conclusions and judgments.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		<p>Professional Attitude: While performing your tasks (listed in Item #21 of this position description) as a representative of the Department for Children and Families you are expected to:</p> <ul style="list-style-type: none"> <li>• Demonstrate an attitude of respect, i.e., be attentive to the customer, communicate in a polite and professional tone of voice, return phone calls within a reasonable period of time (as defined by your supervisor or program policy), process requests as quickly as possible, etc.</li> <li>• Demonstrates a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals requesting information on their debt, community partners, state and community leaders, and your fellow employees within the agency.</li> <li>• Encourage individuals to identify and fulfill their own responsibilities.</li> <li>• Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers.</li> <li>• Provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral.</li> </ul> <p>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable.</p>
I. 45%	E	<p>Administrative Management</p> <ul style="list-style-type: none"> <li>• Supervises staff in garnishment unit handling processing of liens on insurance claims. (daily)</li> <li>• Communicates directly with consumers, insurance companies, attorneys, banks and field staff to attach liens on insurance claims and garnish bank accounts to collect past due child support.</li> <li>• Research case information for settlements, payment arrangements, customer questions, etc. by interpreting and applying numerous complex policies and regulations governing these efforts.</li> <li>• Detailed knowledge of KAECSSES, Child Support Services, Kansas Statutes related to liens and garnishments, and Kansas Courts is critical.</li> <li>• Staffs special cases with the staff in the garnishment unit to ensure compliance with all laws and regulations while trying to get collections for custodial parents.</li> <li>• Updates both open and closed insurance claims in KAECSSES. (daily)</li> <li>• Coordinates collection efforts with CSS legal departments, regional CSS offices and other collectors. (as needed)</li> <li>• Utilization of fundamental accounting principles and a general understanding of legal terminology/principles are necessary in analyzing, quantifying and applying policy. (daily)</li> <li>• Prepare documentation to attach liens, garnish bank accounts and negotiate settlements.</li> <li>• Refer claims to field staff received from the Federal Parent Locate Portal and when Kansas does not have jurisdiction to attach liens directly or when another state has responsibility for taking the lead to attach a lien.</li> <li>• Assists in electronic filing of documents with courts across the state.</li> </ul>
II. 30%	E	<p>Data Management</p> <ul style="list-style-type: none"> <li>• Update and monitor claims on KAECSSES using the Child Support Lien Network website and the Federal Portal Locate Insurance Data Match. (daily)</li> <li>• Update and monitor garnishments on KAECSSES from the Multi-State Financial Institute Data Match (as needed)</li> <li>• Identify claims to have liens attached. (daily)</li> <li>• Develop and maintain CSS spreadsheet for monthly and quarterly collection reporting.</li> <li>• Responsible for monitoring outstanding claims, reviewing and providing feedback to unit staff. (daily, as needed)</li> <li>• Provide reports to management, agency and federal representatives of collections by unit</li> </ul>
III. 20%	E	<p>Record Keeping and Integrity</p> <ul style="list-style-type: none"> <li>• Follows and ensures unit compliance with all federal and state requirements concerning confidentiality of sensitive information and records. Records are safeguarded and this position ensures that they are shredded accurately and timely. (daily)</li> <li>• Manages and court documents, client contact and written agreements. This process includes electronic scanning and data sharing. (daily)</li> </ul>
IV. 5%	E	<p>Backup and Support</p> <ul style="list-style-type: none"> <li>• Work collaboratively with other central office staff and field staff to improve the quality of service to internal and external customers.</li> <li>• Other duties as assigned.</li> </ul>

- 
22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ☒ Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Raynora Charles	HSS	K0129885
Stacy Fitzhugh	HSS	K0134850
JoAnn Smith	HSS	K0043455
Kathy Goldsmith	HSS	K0110476

- 
23. Which statement best describes the results of error in action or decision of this employee?

- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.
- ☐ Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ☒ Major program failure, major property loss, or serious injury or incapacitation.
- ☐ Loss of life, disruption of operations of a major agency.

Please give examples.

This unit collects close to \$500,000 annually that could be lost if not managed properly.

- 
24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily, frequent contact with agency customers, agency employees, insurance companies, banks, legal departments, court personnel and the general public.

Provides daily dissemination of information regarding case information and state and federal regulations, policies and procedures.

- 
25. What hazards, risks or discomforts exist on the job or in the work environment?

Lifting – Storage boxes can weigh up to 30 pounds.

Reaching, Bending, Stretching, Repetitive Motion – File maintenance, computer operation, etc.

Stress – Customers may scream, curse, blame and/or hang-up during phone conversations.

Sitting and/or eye strain – Long periods of time may be spent on a computer..

- 
26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Desktop computer, KAECSSES System, Microsoft Office software programs-daily

Mainframe-daily

Telephone-daily

Calculator (10 key)-daily

Photocopier/Scanner/Fax-daily

---

### **PART III - To be completed by the department head or personnel office**

---

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

---

Education or Training - special or professional

---

Licenses, certificates and registrations

---

Special knowledge, skills and abilities

---

Experience - length in years and kind

One year of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

---

**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Experience in providing Child Support Services

Experience with Kansas Payment Center or the Courts

High level of organizational skills

Time management skills

KAECSSES experience

Excel and Word experience

High level of phone and email diplomacy. Incoming phone calls and email are often hostile. Responses must be professional

---

Signature of Employee

Date

---

Signature of Personnel Official

Date

**Approved:**

---

Signature of Supervisor

Date

---

Signature of Agency Head or  
Appointing Authority

Date